

**D.C. OFFICE OF THE ATTORNEY GENERAL
GOVERNMENT OF THE DISTRICT OF COLUMBIA**



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 48-2013	POSITION TITLE: Information Technology Specialist (Helpdesk Support)
POSITION GRADE & SERIES: DS-2210-12	SALARY RANGE: \$69,628 Annual *THIS POSITION IS BUDGETED ONLY AT THE DS-2210-12/01 \$69,628 ANNUALLY
TOUR OF DUTY: 8:15am – 4:45pm Monday - Friday	OPENING DATE: 09/27/2013 CLOSING DATE: 10/11/2013
AREA OF CONSIDERATION: Open to the general public	PROMOTION POTENTIAL: None
WORKSITE LOCATION: Office of the Attorney General for the District of Columbia Child Support Service Division/Systems & Automation Section/ Helpdesk & Security Unit 441 4 th Street, N.W. Washington, D.C. 20001	NO. OF VACANCIES: Two (2)
DURATION OF APPOINTMENT: Career Service Appointment	
COLLECTIVE BARGAINING UNIT: This position is in the collective bargaining unit represented by AFSCME Local 2401 and you may be required to pay an agency service fee through direct payroll deduction.	
BRIEF DESCRIPTION OF DUTIES: This position is located in the Office of the Attorney General for the District of Columbia Child Support Services Division (CSSD), Systems and Automation Section, Helpdesk & Security Unit. The purpose of the position is to provide programming technical support, hardware expertise, IT acquisitions, inventory control, disaster recovery, and LAN/WAN familiarity to OAG/CSSD. Analyzes data, develops local and hoc spreadsheets, local databases and reports in support CSSD's major database, Writes programs necessary to capture ad hoc data. Assists with management of access to CSSD's major database and development of security partitions. Installs, configures, and tests software and hardware. Ensures PC efficiency. Analyzes and diagnoses computer problems and recommends/execute corrective measures. Remains abreast of developments in hardware, software, local area networks and related technologies and the extent to which these developments may benefit the CSSD. Performs and verifies daily backups and executes disaster recovery procedures when necessary. Interfaces with vendors to resolve system configurations, problems, other issues and with District agencies to assist in ensuring effective and efficient interchange of data. Carries principal responsibility for the acquisition, installation, management, maintenance and upgrading of both CSSD's automated fax system and its automated forms system. Provides technical support to the managers of CSSD's AVR and ACD systems. Provides general LAN/WAN support and monitors CSSD's trouble ticketing system within CSSD's portal. Establishes and implements policies, procedures, and standards and ensures their conformance with District government objectives. Maintains routine and continuing responsibility for DC Child Support Services database menu development, code table modifications and security form controls. Manages installation of software and new hardware supplementary to main database and/or local area network. Provides agencies with IT training and Help Desk Line Support.	
QUALIFICATIONS: Candidates must have at least one (1) year of Specialized Experience. Specialized Experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.	

Time-in-grade Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

Substitution of Education: A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievement from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that includes the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

Ranking Factor #1: Knowledge of at least one programming language.

Ranking Factor #2: Knowledge of IT concepts principles, methods and practices.

Ranking Factor #3: Knowledge of IT hardware capabilities.

Ranking Factor #4: Knowledge of hardware and software identification strategies and procurement requirements and of new and emerging trends and technologies in the LAN/WAN field necessary to advise agency computer specialists.

Ranking Factor #5: Ability to speak and write clearly and effectively and to deal with others in a diplomatic but persuasive manner.

PRIORITY CONSIDERATION: Displaced Employee Priority Placement: Eligible's for the District of Columbia's Displaced Employee Program (DEP) and Agency Reemployment Priority Placement Program (ARPP) will be given priority consideration for this position if found qualified.

EMPLOYMENT BENEFITS: Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia's government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: A person applying for a position in the Career Service, Education Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), or an attorney in the Excepted Service (series 905) who is a bona fide District resident AT THE TIME OF APPLICATION for the position, may be awarded a 10-point residency preference over a non-District applications, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

VETERANS PREFERENCE: Applicants claiming veteran's preference must submit official proof of the time of application.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1998, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

OTHER INFORMATION: A background investigation will be conducted.

HOW TO APPLY: Candidates may apply in person or send a **DC 2000**, Employment Application for the District of Columbia Government to the Office of the Attorney General for the District of Columbia, Human Resources Section, Suite 1100S, located at Judiciary Square: 441 4th Street, N.W. Washington, D.C. 20001. Candidates may send applications via e-mail to: OAG.Recruitment@DC.GOV. Resumes are not considered job applications therefore a DC-2000 must be submitted to receive consideration. Resumes will be accepted **in addition to**, the DC-2000. Inquiries related to employment and job applications should be directed to Doris Allen, Management Liaison Specialist (202) 724-7318. **To download Employment Application Form, DC-2000, visit our website at: www.oag.dc.gov.**

EEO STATEMENTS: The District of Columbia Government is an Equal Opportunity Employer.

EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation. Notice of Non-Discrimination: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

OFFICIAL JOB OFFERS ARE TO BE MADE ONLY BY THE HUMAN RESOURCES SECTION OF THE OFFICE OF THE ATTORNEY GENERAL